



Serial No.: 2642 09/595,697  
Filed: June 16, 2000  
Group Art Unit: 2642

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Technology Center 2600

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Date: September 15, 2003

COMMISSIONER OF PATENTS  
Alexandria, VA 22313-1450

Attorney Docket No.: CELLIT-005XX

Sir:

In re application of: Laurence J. Fromm

Entitled: Method and Apparatus for Controlling a Contact Center

Transmitted herewith is an amendment in the above-identified application. The following checked items are applicable:

☐ A Petition for Extension of Time for \*\* month(s) is hereby made, under §1.136(a); a check in the amount of \$\*\* is enclosed per §1.17.

☐ \_\_\_\_\_ is hereby appointed Associate Attorney by:

Registration No.:

Attorney of Record: Daniel J. Bourque

Registration No.: 35, 457

☒ Other: Five sheets of formal drawings (Figs. 1-3 being amended).

CLAIMS AFTER AMENDMENT:	MINUS PRIOR PAID CLAIMS:	EQUALS PRESENT EXTRA CLAIMS:	RATE:	ADDITIONAL FEE:
Independent 10	- 10	= 0	x \$84.00 =	0
Total 29	- 29	= 0	x \$18.00 =	0
<input type="checkbox"/> Multiple Dependent Claims (1st presentation)			+ \$280.00 =	0
SUBTOTAL ADDITIONAL CLAIM FEE				0
Small Entity filing, divide by 1/2.				
TOTAL ADDITIONAL CLAIM FEE				0

☒ No additional claim fee.

☐ The claim fee has been calculated above; check number \*\* in the amount of \$0 is enclosed.

☒ In the event a Petition for Extension of Time is required by this paper and not otherwise provided, such Petition is hereby made and authorization is provided herewith to charge Deposit Account No. 02-3285 for the cost of such extension.

☒ The Commissioner is hereby authorized to charge payment of any additional filing fees under §1.16 associated with this communication or credit any overpayment to Deposit Account No. 02-3285.

I hereby certify that this correspondence is being deposited with the U.S. Postal Service as first class mail in an envelope addressed to: Commissioner of Patents, Alexandria, VA, 22313-1450 on September 15, 2003.

*Richard J. Musgrave*

Attorney of Record: Richard J. Musgrave, Esq.  
Registration No. 44,960

SUBMIT IN TRIPLICATE



PATENT

10/B  
smc  
10/1/03

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

In re application : Laurence J. Fromm  
Serial No. : 09/595,697  
Filed : June 16, 2000  
For : Method and Apparatus for Controlling a  
Contact Center  
Attorney's Docket : CELLIT-005XX  
Examiner : Al Aubaidi, Rasha S  
Group Art Unit : 2642

I hereby certify that this correspondence is being deposited with the United States Postal Service as first class mail in an envelope addressed to: Commissioner of Patents, PO Box 1450, Alexandria, VA 22313-1450 on September 15, 2003.

By Richard J. Musgrave  
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Attorney for Applicant(s)

RESPONSE AND AMENDMENT TO OFFICE ACTION

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Commissioner of Patents  
PO Box 1450  
Alexandria, VA 22313-1450

SEP 23 2003

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Dear Sir or Madam:

In response to the Office Action dated July 18, 2003, please consider the following and amend the above-identified Patent Application as follows:

Amendments to the claims are reflected in the listing of claims, which begin on page 2 of this paper.

Remarks and arguments begin on page 7 of this paper.